




My Account ID: _____
My Password: _____

Remote Data Backups protects your critical data files. This is a quick reference for common backup agent tasks.

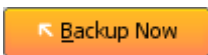
To view Help for a tab or window, click .

Register and Download

1. Click the appropriate backup size button (i.e. 10 GB) on the main website.
2. On the popup browser Window, click the **Register and Download** button.
3. Enter your Registration Information, **make note of your password**, and click **Continue**.
4. **Click Print, print at least two copies, write your password on each, and store them safely, at least one offsite. For the security and confidentiality of your data, only you have access to your account password in the event you need it.**
5. Click **Download Software**. Wait a moment while the system generates your customized agent.
6. Once complete, click **Begin Download**.
7. When the download completes, click **Open** to run the installer.
8. On the Installer Welcome window, click **Next**.
9. Click **Next** to accept the default installation location.
10. When installation is complete, click **Finish**. The Remote Data Backups software (agent) starts automatically.
11. A message appears while your account is being prepared for backup our data centers. Click "Close".
12. Wait a moment while the Remote Data Backups software scans your computer to identify files to be backed up.

Run an Initial Backup


1. If you chose the **DataOnly** backup version, click the Backup tab and select files and folders you wish to back up. See the "Changing Your Backup Set" section below in this document.
2. If you chose the **FullSystem** backup, the agent selects all your data and system files automatically.
3. To start a backup, click the **Backup Now** button.



Your first backup can take several hours to complete, depending on the amount of data in your backup set and your connection speed. Subsequent backups are smaller and faster because the agent backs up only new files and changes to previously backed-up files. Note: You can close the Remote Data Backups software while a backup is in progress, or cancel the backup and restart it later where it left off.

4. Once the backup completes, you will see a popup message displaying the results of your backup. From now on, your computer will be backed up automatically every night according to the schedule you set (at 8 pm by default - to change, open the agent, and click Tools / Schedule).
5. If your computer is turned off during this scheduled time, it will be backed up the next time your computer is turned on.
6. You can also initiate a backup any time by right-clicking the taskbar icon and selecting "Back Up Now". Or click "Back Up and Exit Window" and it will shut down your computer after the backup is complete.

Opening the Agent

1. Open the Agent by doing any of the following:
 - Double-click  in your system tray.
 - Click the Windows **Start** button, and then click All Programs, Remote Data Backups, Remote Data Backups.
 - Double-click the **Agent.exe** file in the Remote Data Backups installation folder.

Backing Up Files

By default, Remote Data Backups backs up files automatically. Use this procedure to back up files manually.

1. Start the backup by doing any of the following:
 - From the **Summary** or **Backup Set** tab, click the Backup Now button in the bottom right corner.
 - Or from the top menu, click **File > Backup Now**.

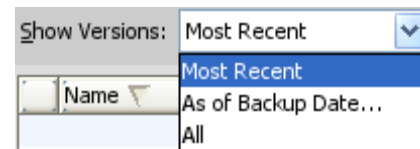
During the backup, the Backing Up window displays the progress of the backup.


While the first backup transfers ALL files, subsequent backups send only new files and delta blocks within changed files.

2. To view the outcome of your most recent backup, open the **Summary** tab and look in the **Last Backup** panel.
3. To view details about the last backup, click the **View Details** link in the **Last Backup** panel.

Retrieving Backed-up Files

1. Open the **Retrieve** tab. If prompted for your account password, enter it.
2. In the **Show Versions** list, select how you want the Agent to show your backed-up files in this tab:



- **Most Recent** — Show only files backed-up during the most recent backup
 - **As of Backup Date** — Show only files backed up on a specific date
 - **All** — Show all versions of your backed-up files
3. Click **Find** to locate a specific folder or file, or browse to select a folder or file. Only folders containing backed-up files appear in this tab.
 4. To view a folder's content, either select the folder in the left pane or double-click the folder in the right pane. The folder's content displays in the right pane.
 5. To select a folder or file to retrieve, click the check box next to that item. A green check mark  appears.
 6. Click **Retrieve**.
 7. In the **Retrieve options** window, select where to save the retrieved files and how to handle duplicate file names if retrieving more than one version of the same file. You can retrieve files to their original location, or to a selected folder. In the latter case, you can select to retain the file's original folder structure within the selected folder.
 8. Click **Retrieve**.



Changing Your Backup Set

Your backup set consists of files on your computer that the Agent backs up. Your system administrator determines which files are included in your default backup set.

1. Open the **Backup Set** tab. The Agent scans the files on your computer to determine which files are selected for backup.

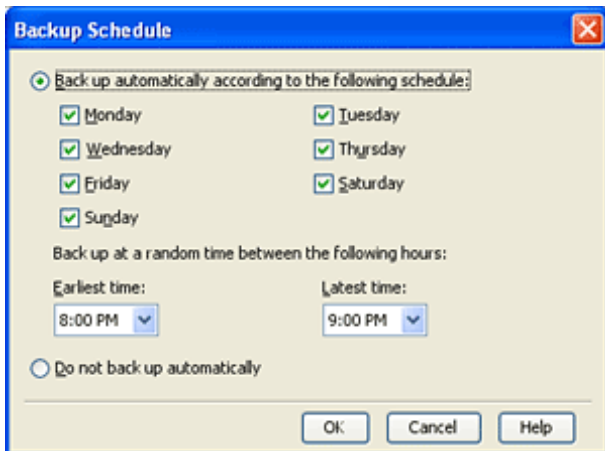
The check box next to a folder or file name indicates whether the item is selected for backup:

- The item is selected for backup
- The item is not selected for backup
- Some items in the folder are selected for backup

2. To view a folder's content, either select the folder in the left pane or double-click the folder in the right pane. The folder's content displays in the right pane.
3. To select a folder or file for the next backup, click the check box next to that item until a green check mark () appears. To remove a folder or file from the next backup, click the check box next to that item until the check box is cleared (). If the check box next to a folder or file name is disabled, you cannot change whether the item is selected for backup.

Changing Your Backup Schedule

1. Open the Backup Schedule window by doing any of the following:
 - Click **Tools > Backup Schedule**.
 - Open the **Summary** tab and click the link in the **Backup Schedule** panel.
2. Select how you want to back up files:



- **Back up files automatically according to the following schedule** — You can still perform a manual backup at any time.
 - **Do not back up automatically** — Backup occurs only when you manually initiate it.
3. If you enable automatic backup, select each day the Agent should perform a backup, and select a time period when the backup should occur. Make sure the time period you select is one when your computer will be on and the backup process will not interfere with other resource-intensive activities.
4. Click **OK**.

Changing Your Backup Options

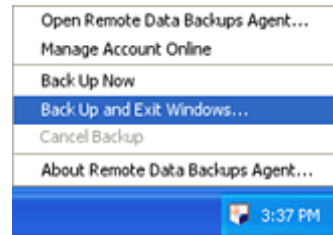
1. Click **Tools > Options**. In the Options window, the **Backup Backup** tab opens.
2. To allow your Agent to connect to the Data Center over an existing open dial-up connection, select **Allow backup over open dial-up connection**. Selecting this option can result in a slower backup.
3. Under **Backup Mode**, select what your Agent will do when a backup fails:
 - **Aggressive mode** — Reattempts backup until it succeeds
 - **Passive mode** — Waits until the next scheduled or manual backup
4. Click **OK**.

Viewing Agent History

1. Open the **History** tab.
2. To sort events, click a column heading.
3. To view details, double-click the event or select it and click **View**.
4. To export event details to an XML file, click **Export**.

Performing Tasks with Taskbar Icon

1. To view the Remote Data Backups taskbar status menu, right-click the Agent Status icon in the taskbar.



2. To perform certain Agent tasks quickly, right-click the Agent Status icon, and click any of these commands on the Agent Status menu.
 - Open Remote Data Backups Agent
 - Manage Account Online
 - Back Up Now
 - Back Up and Exit Windows
 - Cancel Backup
 - About Remote Data Backups Agent

For more information, please contact:



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www.RDBU.com

My Account ID: _____
My Password: _____